

News From the NN/LM SCR Office

-- Renée Bougard, Associate Director

The RML office has had an unusually busy summer. The fall will be as full, as we make site visits and offer classes throughout the region, make funding and computer equipment opportunities available for Network members, exhibit at national meetings and attend regional meetings, and work with Louisiana, New Mexico and Texas to hold state planning meetings by the end of the contract year.

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Document Delivery Made Easy

-- Leann Callahan Benedict, MLIS, Outreach Librarian; Greg Bodin, MLIS, AHIP, Systems Librarian; Ethel Madden, MLIS, AHIP, Director, Alton Ochsner Medical Foundation Library, New Orleans, LA

The successful hospital librarian masters the use of technology to make routine library tasks run efficiently, allowing more time for other tasks. The Alton Ochsner Medical Foundation Library, located in New Orleans, conducts a graduate medical education program for 250 residents and fellows. It also serves as a major information resource for 4,000 Ochsner employees, patients, and the community. The Library Staff has to work as efficiently as possible to tend to these diverse information needs. Since last fall, the implementation of Ariel software has enhanced document

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Medical Questions Pilot Project Update

-- Rajia Tobia, Associate Library Director, Outreach and Collection Services, Briscoe Library, University of Texas Health Science Center, San Antonio, TX; Deborah Halsted, Associate Director, Knowledge Network Services, Houston Academy of Medicine-Texas Medical Center Library, Houston, TX; Mary Jackson, Outreach Coordinator

In June 1999, the Briscoe Library of the University of Texas Health Science Center at San Antonio (UTHSCSA) and the Houston Academy of Medicine-Texas Medical Center (HAM-TMC) Library completed a one-year pilot project sponsored by the National Library of

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Technology Fact Sheet

Firewalls

-- Cheryl Suttles, Manager, Library Services, Integris Health, Oklahoma City, OK

Simply put, a firewall is a filter that sits between a corporate network and the rest of the world. Many hospital librarians have experienced the frustration of dealing with a firewall that impedes their ability to access information or disseminate information over the Internet. Academic librarians are only beginning to experience the world of firewalls. Hospitals are very sensitive to the use of the Internet because of the threat that it poses to the access of confidential patient information. The primary advantage of a firewall to the information security officer is to concentrate efforts on single point of entry rather than hundreds or thousands of access points.

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News From the NN/LM SCR Office

Please see articles throughout this issue of *Network News*, inviting you to respond to requests for funding opportunities, and for implementation of computer equipment projects.

NN/LM SCR Interim Director

J. Robert (Bob) Beck, MD, Vice President of Information Technology at Baylor College of Medicine in Houston, has been named Interim Executive Director of the Houston Academy of Medicine-Texas Medical Center Library. Dr. Beck is also the Interim Director of the National Network of Libraries of Medicine, South Central Region. He served on the NN/LM SCR Board until December 1998 and is familiar with the RML and programs offered within the SCR.

Consumer Health RFP

Five responses to the Consumer Health Request for Proposals (RFP) were received from our region. Four of the proposals are for multi-institutional funding and one is for single institutional funding. These proposals will be reviewed in Chicago on October 25.

NN/LM SCR Participation at SCC/MLA

The NN/LM SCR staff will be attending the SCC/MLA

meeting in Norman, OK. This is an excellent opportunity for you to meet the region's new Consumer Health Coordinator, Marsha Sullivan (see related story on p. 3). I encourage you to take the opportunity to discuss any issues, concerns, and needs with us. We are interested in structuring our programs and offerings to meet the needs of the region and your feedback is vital. If you are unable to attend the meeting, we would still like to hear from you.

All NN/LM SCR committee meetings are open meetings. The new Consumer Health Advisory Committee will meet on Saturday, October 23, 5:00-7:00PM. On Sunday, October 24, the Outreach Committee meeting will be held from 8:00-9:00AM. The Document Delivery and Technology Advisory Committees will meet on Tuesday, October 26, 8:00-9:00AM. Look for room assignments in the final meeting program.

We will have an exhibit booth at the meeting. NN/LM SCR staff will lead a sharing session on grants, Monday, October 25. During the Business Meeting I/Brunch on Tuesday, October 26, 9:00-10:30AM, I will present the *RML Update*. ■

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Document Delivery Made Easy

delivery opportunities for the Library Staff. Ochsner Librarians found that months of thorough research and proper planning were the key ingredients to the success of the Ariel implementation.

The most important aspect of the Ariel implementation process is the initial research. Involving the hospital Information Systems (IS) department is crucial to success. First, in order to transmit and receive documents, a high bandwidth Internet connection must be used. Determining that your connection is adequate for transmission of Ariel articles is necessary before any other research is completed. Second, if a security firewall is used by the hospital, several ports in the firewall must be opened for transmission of documents to occur. Communicating this information to the IS department at the very beginning of the planning process is critical. Many hospitals consider open ports in the firewall to be a security compromise and because of this, alternatives may have to be discussed. The Ariel listserv offers advice about how

other hospitals have surmounted this obstacle. After much discussion, we decided that the optimal solution would be to purchase a separate computer for Ariel that would be placed "outside" of the firewall where it could send and receive documents without opening any ports in the firewall.

The second phase of research is the acquisition of a scanner. The Ariel Web site (<http://www.rlg.org/ariel/index.html>) provides a list of scanners that have been tested for compatibility. Locating the best place to purchase Ariel software is another important issue. We received a significant discount by purchasing the software through our membership in SOLINET. Other organizations may offer similar discounts. Another issue to be addressed is physical location of equipment. Most of the scanners recommended by Ariel require a significant amount of desk space.

There are many advantages to using Ariel. One of the most important is the faster turn-around time for receipt of docu-

ments. Articles sent via Ariel are typically received within one to three days of submission, whereas an article received by mail will typically take at least one week for receipt. While faxing may provide the same speed in delivery as Ariel does, Ariel has many advantages over faxing. First, the quality of a scanned Ariel article is typically superior to that of a fax machine. Second, the cost of using Ariel is very beneficial. Because Ariel uses the Internet, libraries are not faced with long distance fax charges. Also, most libraries do not charge the additional fees typically associated with faxes. Ariel has increased our efficiency in obtaining articles for our patrons, and as a result, has increased our patron's satisfaction with our interlibrary loan services.

The implementation of Ariel has helped to redefine document delivery for the Ochsner Library. A new goal is to be able to deliver articles directly to the desktop com-

puter. Ariel is bringing us closer to providing this service. The Library has investigated different software programs that are able to convert the Ariel articles, to an easily read format such as PDF. After evaluating several options, the Ochsner Library has chosen to use DocMorph, which is available for free from the National Library of Medicine Web site, (<http://docmorph.nlm.nih.gov/docmorph>) to convert documents into PDF format.

As a new Ariel user, we also had to update our DOCLINE routing table to include other Ariel users. Libraries that use Ariel were moved to lower cells in the routing table. Ariel users may also find opportunities for establishing reciprocal agreements with other Ariel libraries. The implementation of Ariel has opened many new doors for document delivery at Ochsner and is helping us to provide better and faster service to our patrons. ■

Request for Proposal (RFP): Technology Awareness Conference

-- Renée Bougard, Associate Director

The NN/LM SCR contract for Year 04 includes a section on promoting technology awareness/transfer. A Technology Awareness Conference is proposed and is to be co-sponsored by an NN/LM SCR member and the RML office to be held at a site within the region. The purpose of this event is to improve health professionals' awareness of new information technologies with emphasis given to the National Library of Medicine (NLM) products and services. Funds are available for one award of \$5,000.

Format may vary from site to site but will, in general, consist of exhibits by the RML and invited vendors, demonstrations, updates, speakers and workshops. Although

the emphasis should be on NLM products and services, there will be no limitations on other technologies that can be demonstrated or exhibited.

The Letter of Intent should be received by October 8, 1999, and Proposals must arrive in the NN/LM SCR office by November 12, 1999. The award will be announced by December 17, 1999. The Conference must be held, and all invoices submitted by April 28, 2000. For a complete description of the RFP, please see the NN/LM SCR Web site (<http://www.nnlm.nlm.nih.gov/scr/>) or contact Renée Bougard. ■

Welcome to Marsha Sullivan

Marsha Sullivan joined us as Consumer Health Coordinator on July 21. Marsha comes to us from the U.S. Army Corps of Engineers Library in New Orleans, LA. Prior experience includes the Director of Base and Branch Public Libraries at Spangdahlem Air Base in Spangdahlem, Germany, and Director of the Veterans Affairs Medical Library at New Orleans, LA. With undergraduate and graduate degrees in Library and Information Science, from East Carolina University and Louisiana State University, Marsha has 18 years experience in medical, public and special libraries. Marsha has expertise in bibliographic instruction, grant writing and evaluation of Patient Education materials. She has skills in establishing a Consumer Health Library and looks forward to working with the membership. ■



*Marsha Sullivan,
Consumer Health Coordinator*

Medical Questions Pilot Project Update

Medicine (NLM) and the National Network of Libraries of Medicine, South Central Region (NN/LM SCR). The *Medical Questions - MEDLINE Has the Answers* project involved working with 10 public libraries and one regional library system to provide consumer health information to the public.¹ The project goal was to evaluate the degree to which public libraries and the Internet can help meet the health information needs of the public.

Both the UTHSCSA and the HAM-TMC Library reported similar experiences to the NLM and NN/LM SCR in regular teleconferences and written reports:

- Public libraries are a valuable resource for consumer health information because often they are more accessible to the general public. Many people are intimidated by large medical centers and academic medical libraries, and feel more comfortable visiting their neighborhood libraries. In many communities, particularly those that are small or rural, the public library may be the only library reasonably available for answering health questions.
- Some may feel conspicuous visiting their local librarian (whom they might have known for many years) to discuss personal health problems. In this case, the consumer might feel more comfortable visiting a larger academic medical library, where they can remain anonymous.
- Public libraries purchase health-related books that are written at the level of the general public. Academic medical libraries usually only purchase materials that are written for health professionals. Most consumers seeking health information have difficulty understanding technical materials.
- Although the academic medical libraries involved in the *Medical Questions* project feared a large increase in interlibrary loan requests from the public libraries, it became clear, early in the project, that the consumer wants full-text information immediately, and neither wants to wait nor pay for an interlibrary loan. The release of MEDLINEplus in October 1998, along with many other Internet-based sites, proved to be more appealing to the general public.
- Public librarians found MEDLINEplus to be a more

user friendly and useful resource for consumers than either PubMed or Internet Grateful Med. They encouraged NLM to continue development of MEDLINEplus by adding more topics and more full-text resources.

- Public librarians are by nature generalists, and need to know a little about many different topics. Training is essential for them to provide quality health information. However, since many public libraries are understaffed, it can be difficult to find a convenient place and time to hold training. While the academic medical libraries often have computer classrooms allowing for hands-on instruction, the public librarians find it hard to leave their libraries for any length of time.
- Many public libraries have a very limited number of Internet-connected computers, so once they have been trained, it can be difficult for them to find an opportunity to practice what they learned. Some small libraries that participated in the project only had one computer, shared by both the public and the library staff.
- Public libraries, especially in large urban areas, have a long history of public relations in the community. Academic medical librarians can learn a lot about public relations from their public library colleagues. During the project, several public libraries held health fairs or other health related events for their communities and were able to promote use of MEDLINEplus, PubMed, and other Internet resources for finding reliable health information.

In addition to the Texas libraries, selected public libraries in Alabama, the District of Columbia, Georgia, Maryland, New York, Pennsylvania, South Carolina, Tennessee, and Virginia also participated in *Medical Questions - MEDLINE Has the Answers*.

It is clear that this project has been a positive experience in both the public and academic medical libraries. *Medical Questions* has encouraged participating libraries to create a bond, which might not have existed prior to the project, with the end result being experienced librarians providing services to create healthier communities.

¹ For a list of participating public libraries and a description of the project, see *Network News*, July-August 1998, pp. 1-2; or see the announcement from NLM http://www.nlm.nih.gov/news/press_releases/access.html. ■

Call for Library Improvement Project Sites

-- Renée Bougard, Associate Director; Mary Jackson, Outreach Coordinator

Library Improvement Project Sites have been successful in the South Central Region. Following the successes of the Lower Mississippi Delta sites in Arkansas and Louisiana, sites in the East Texas Outreach Project, and the Native American/Indian Health Service sites in Oklahoma and New Mexico, the NN/LM SCR plans to implement at least 10 Library Improvement Sites within the region during Year 04. Emphasis will be placed on Hispanic, Indian Health Service/Native American, rural or inner city areas, projects established in areas associated with or located near Hispanic serving institutions, Historically Black Colleges and Universities, Tribally-Controlled Colleges and Universities, or Predominantly Minority Colleges and Universities in the region; especially those which have medical, nursing, or allied health programs; however, we will consider requests from any interested Network member.

Hospital libraries that are Network members and do not have onsite access to NLM databases in any form (direct, CD-ROM), do not participate in DOCLINE, and meet minimum criteria for providing a level of service are eligible. This project will assist these libraries in improving the level of service they deliver to their hospital staff. Selected sites will receive a computer workstation with internal modem, software, laser printer, fax machine, Internet Service Provider up to \$20/month for one year, Loansome

Doc subsidization up to \$500 for one year, and training and support on NLM databases and the Internet. Sites will also receive duplicate books from the NLM.

Interested hospital libraries are required to have the following: a minimum collection of 10 current journal titles and 25 monographs published within the last five years; one salaried employee dedicated to library work for at least 10 hours per week; a minimum of 120 square feet dedicated to library space accessible to hospital staff, a dedicated telephone line. If not currently available, the selected site will be required to implement reference services, access to photocopy services, DOCLINE or Loansome Doc, and searching of NLM databases via PubMed, Internet Grateful Med, and MEDLINEplus. The hospital will be required to sign an agreement with the NN/LM SCR office, and will submit quarterly reports, and a final report at the end of the project.

For further information on how your institution may qualify to become a Library Improvement Project site, or to submit a letter of request for consideration, please contact Renée Bougard, Associate Director. Inquiries and responses must be received by October 22 to be considered for a project site. ■

Call for Sites to be Considered for Internet Connectivity Projects

-- Renée Bougard, Associate Director

The 1997 and a 1999 follow-up Internet Connectivity survey conducted by the National Library of Medicine has indicated that a number of Network members are either un/underconnected to the Internet. The NLM has responded by making funds available through the National Network of Libraries of Medicine regional offices to assist Network members in upgrading existing connections, or implementing Internet services in unconnected institutions. This enables the Network's libraries and institutions to access NLM products and services for its staff, physicians and patients. Staff at each of the sites is being provided with training from local Resource Library, Primary Access Library or NN/LM SCR staff.

The NN/LM SCR office will be implementing approximately 12 additional Internet Connectivity sites during Year

04. Support includes workstation equipment as needed (computer, printer, fax and software), plus Internet service provider funds for one year. The sites must be in compliance with NN/LM member policies and procedures for training and information services to users.

If your institution is a member of the NN/LM SCR, and the modem connection speed is less than 28.8 baud, your institution may be considered for an Internet Connectivity Project site. Please contact Renée Bougard, Associate Director, for additional information. Inquiries and responses should be received by October 22, 1999 to be considered as a project site. ■

Technology Fact Sheet

Firewalls

The following is a list of definitions and some explanations of firewall terms:

Firewall - A method for keeping a network secure. It can be implemented in a single router that filters out unwanted packets, or it may use a combination of routers, proxy servers and other devices. Firewalls are widely used to give users access to the Internet in a secure fashion as well as to separate a company's public Web server from its internal network. Firewalls are also used to keep internal network segments more secure. Without a firewall, someone could use your Web site as a gateway into your company's internal files.

LAN - Local area network. A communications network that is contained within a building or complex.

Packets - A block of data (a frame) used for transmission in LANs.

Proxy server - Also called a proxy, it is an application that serves as a firewall by breaking the connection between the sender and receiver. All input is forwarded out a different port, closing a straight path between two networks and preventing a hacker from obtaining internal addresses and details about a private network. For example, an HTTP proxy is used for Web access and presents only one organization-wide address (IP address) to the Internet. It funnels all user requests to the Internet and keeps track of them. When the responses come back, it fans them back out to the appropriate users, using their unique IP addresses. Other functions, which may be combined with or be separate from the proxy application are packet filtering, which blocks traffic based on origin and type, and user activity reporting, which helps management learn how the Net is being used.

Router - A device that routes data packets from one local area network (LAN) or wide area network (WAN) to another. Routers see the network as network addresses and all the possible paths between them. They read the network address in each transmitted frame and make a decision on how to send it based on the most expedient route (traffic load, line costs, speed, bad lines, etc.).

WAN - Wide area network. A communications network that covers a wide geographic area, such as state or country.

WEBLIOGRAPHY

These sites contain several excellent explanations of firewalls and their intricacies.

NIST SPECIAL PUBLICATION 800-10

<http://csrc.ncsl.nist.gov/nistpubs/800-10/>

Keeping your site comfortably secure: an introduction to Internet firewalls.

Internet Firewall Frequently Asked Questions

http://www.clark.net/pub/mjr/pubs/fwfaq#head_copyright

A very comprehensive, technical (but easy to understand) paper on firewalls, from interhack, a provider of a variety of tools and services, for the purpose of building the Internet securely.

Webopedia

<http://webopedia.internet.com/>

An encyclopedia of computer technology.

Firewall Mailing List

<http://lists.gnac.net/firewalls/> Firewall mailing list hosted by GNAC, Inc.

General Firewall White Paper

<http://www.ntresearch.com/firewall.htm>

Discusses firewalls in general and for the Windows NT® environment. ■

TECHNO99 - Technology Awareness Conference in Oklahoma

-- Marty Thompson, Library Director, Bird Health Sciences Library, University of Oklahoma Health Sciences Center, Oklahoma City, OK

On April 27 and 28, the three Resource Libraries in Oklahoma (Oklahoma State University, College of Osteopathic Medicine Library, University of Oklahoma Health Sciences Center Library, Tulsa Campus, and University of Oklahoma Health Sciences Center, Bird Health Sciences Library) presented TECHNO99, a technology awareness

conference aimed at public health professionals. The objectives of this conference were to present PubMed and other databases of interest, and Web sites that would benefit these individuals. Roger Guard from NetWellness, an Ohio Web project, was invited as the keynote speaker. His message about the NetWellness project and reaching

consumers provided a good foundation for the presentations on MEDLINE^{plus}, statewide databases in Oklahoma (which includes Health Reference Center), and focus groups.

This conference met the objectives, but the attendance on both days was low. The individuals attending left with an understanding of the sources available for consumer information at the National Library of Medicine and on the Internet. The focus groups provided an opportunity for relationships to develop among public health professionals and between public health professionals and health librarians. The lessons learned from this conference were:

- Forming relationships with public health professionals is not as easy as with physicians or nurses.
- This group of users is very large and contacting all possible attendees is and will continue to be difficult.
- This group has no designated library for services and many of the institutions represented were small offices of workers numbering less than 20 health care professionals.

- Many of these individuals exhibit significant interest in health care information.
- There is a need to interact with this group of health care professionals and to determine ways to provide these individuals with information.
- This group of health care professionals works with a different segment of patients in the health care system whose needs may be slightly different from the patients that have been served in hospitals.
- Patients are typically long-term (chronic) or have special, or preventive health type concerns.

The Resource Libraries in Oklahoma saw this as a way toward the first step in developing a new relationship with a segment of health care professionals who are not served as well as they can be served. This conference was a small, but successful first step. Current efforts will need to continue and new strategies developed to reach this large group of potential users. In addition, new partnerships will need to be developed with public libraries, academic institutions, and new health care associations in order to reach this group of health care professionals. ■

DOCLINE Update

-- Rosalyn M. Leiderman, Head, Collection Access Section, NLM, Bethesda, MD

NEW DOCLINE

The tentative schedule for release of the Web-based DOCLINE system is December 1. We expect to begin beta-testing the new system October 15, after completing intensive testing at NLM. The current DOCLINE system will continue to operate until the new system is available either through a dial-up connection with a value-added network service or Telnet through Internet. When the new system is deployed, it will not be possible to maintain the old DOCLINE system, as all the data for the complex routing scheme, patron identification, and serials holdings will have been converted to the new Oracle based system.

In response to users concerns regarding the use of Internet Explorer v 5.0, NLM has determined that the new DOCLINE system will be functional with Internet Explorer v 4.0. Though the optimum browsers for the new DOCLINE system are Internet Explorer 5.0 and Netscape 4.06 or higher, Internet Explorer 4.0 will work correctly

with the possible exception of the "printing receipts" function. An interlibrary loan request will be printed correctly, however, printing may not be completely controllable. For example, depending on the exact version and configuration of your browser, a blank page may be produced between requests or multiple requests may be printed on the same page.

AT&T FTS2000

The AT&T FTS2000 service will cease on September 30, 1999. NLM will have a new value-added network service provider effective October 1. An announcement will be made in mid-September.

ELHILL DOCUSER

Access to ELHILL DOCUSER will cease on September 30, 1999. In October, DOCLINE libraries will have access to DOCUSER through the Web. An announcement of the URL will be made in late September. ■

Network News

National Network of Libraries of Medicine -
South Central Region

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